

Ombudsman Toronto 2016 Annual Report

Date: March 21, 2017

To: City Council

From: Susan E. Opler, Ombudsman

Wards: All

SUMMARY

Pursuant to section 173(2) of the *City of Toronto Act, 2006* and the *Toronto Municipal Code*, Chapter 3, the Ombudsman is required to submit an annual report on the activities of the office directly to City Council.

RECOMMENDATIONS

The Ombudsman recommends that:

- City Council receive the Toronto Ombudsman's 2016 annual report for information.

FINANCIAL IMPACT

This report has no financial impact.

DECISION HISTORY

This is Ombudsman Toronto's eighth annual report, reflecting the seventh full fiscal year of the office's work from January 1, 2016 to December 31, 2016. It is the office's first report since the new Ombudsman, Susan E. Opler, assumed her role on September 19, 2016.

COMMENTS

The position of Ombudsman was established by the Ontario Legislature through the *City of Toronto Act, 2006*. The Ombudsman is independent of the Toronto Public Service and an appointed officer of Toronto City Council. The Ombudsman's job is to

investigate complaints and concerns about the administration of city government, including the work of its agencies and corporations.

The 2016 annual report includes the following sections:

- Message from the Ombudsman
- How we Work
- Complaint Process
- Story in Numbers
- Key Trends
- Complaints by Ward
- Our Impact
- People's Stories
- Outreach
- Financials
- Ombudsman Toronto Awards
- Our Team
- What People are Saying

The report describes the work conducted by Ombudsman Toronto in 2016.

CONTACT

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SIGNATURE

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ATTACHMENTS

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